

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, October 3, 2018

1:30 PM

Customer Service Committee

5th Floor Board Room, Water Board Building

Customer Service Committee

A Quorum of the Board may be present

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF MINUTES

September 5, 2018

5. PUBLIC PARTICIPATION
6. COMMUNICATIONS

None

7. UNFINISHED BUSINESS

New Service Administrative Policy (18-0095) Anticipate-Fall 2018

8. NEW BUSINESS

- A. 18-0224 Customer Service Metrics

Sponsors: Gabon

Attachments: [CS Metrics](#)

- B. 18-0228 Integrated Marketing Campaign Update

Sponsors: Public Affairs

Attachments: [Marketing Presentation](#)

- C. Customer Service Planning Calendar (17-0127)

- New website review

- D. Detroit Health Department - Dr. Suzanne White, Chief Medical Advisor

- 18-0235 Hepatitis A Outbreak in SE Michigan

Attachments: [Hepatitis A Preentation](#)

9. OTHER MATTERS

10. NEXT MEETING

November 7, 2018

11. ADJOURNMENT

